



VISUALIZATION ECONOMICS RELIABLE TRUSTED TRANSFORM INFORMATION  
INTELLIGENT TECHNOLOGY SERVICES VALUE INSIGHT OPPORTUNITY SOC  
INTEGRATE ANALYZE DISCOVER COMPETITIVE ADVANTAGE STRUCTURE

## HITACHI DATA SYSTEMS SUPPORT SERVICES End-of-Life Policy

### Hitachi Data Systems End-of-Life Policy

Products reach the end of their product lifecycle as changes occur in market demand, technology innovation, new product development, or simply when a product ages and is replaced by a richer technology. Hitachi Data Systems (HDS) understands that end-of-life programs often encourage companies to review the way in which end-of-life activities may affect their business systems and practices.

To accommodate our customers' product planning strategies, HDS has established an official "End-of-Life" Policy to help you plan for, and transition to new, more advanced offerings. The End-of-Life policy applies to all Hitachi-branded Products entering End-of Life on or after **April 1, 2007**. The Policy does not apply to product that is already subject to an End-of-Life announcement.

To view the complete Hitachi Data Systems End-of-Service-Life (EOSL) Matrix, [click here](#).

### End-of-Life (EOL) Definitions

#### ■ End-of-Life Process

A process that guides the final business operations associated with the product life cycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a Product obsolete. Once obsolete, the Product is not sold, manufactured, improved, repaired, maintained, or supported.

#### ■ Withdraw from Marketing

A formal notification period, which specifies the Withdraw from Sale date, and provides a time during which the customer can plan for last time purchases and support, and/or transition to a replacement Product.

#### ■ Withdraw from Sale

The last date to order the Product through normal Hitachi Data Systems point-of-sales mechanisms. After this date, the Product is no longer available generally.

#### ■ End-of-Service-Life (EOSL)

The date which Hitachi Data Systems ceases to provide support services for a Product.

## End-of-Version/End-of-Life Software Policy

When a new Version of Software is released, the previous Version is no longer for sale and enters an End-of-Life transition period. During this time, Hitachi Data Systems support is offered in two phases.

### ■ Normal Support

Normal support is provided on the Current Version and the Current Version -1. During this time, Hitachi Data Systems will continue to develop and provision Software Upgrades, Service Packs, Fixes and Patches necessary to maintain the Software in substantial conformance with the published specifications.

### ■ Limited Support

Limited support is available for Software on the Current Version -2 level. During this time, Hitachi Data Systems will provision existing Service Packs and existing Patches and Fixes necessary to maintain the Software in substantial conformance with the published specifications for a 12-month period. After this time, all support for the Version will cease (EOSL).

## End-of-Life Hardware Policy

Except as otherwise provided in an End-of-Life announcement, Hitachi Data Systems will provide normal support for a period of five years from the Withdraw from Sale date.

### ■ Normal Support

Hitachi Data Systems will continue to develop and provision Hardware Fixes necessary to maintain the Hardware in substantial conformance with the published specifications.

## Policy Disclaimers

- Hitachi Data Systems only supports the Array-Based Software or Operating Software if Hitachi Data Systems is also maintaining the Hardware on which it is installed.
- Hitachi Data Systems may refuse to supply Patches and Fixes for Software if the problem or defect can be resolved by upgrading to the Current Version.
- Hitachi Data Systems obligation to provide customer with Software support is contingent on the following: (a) the Software must be covered under a valid license; (b) the Software must be covered under a current maintenance agreement; and (c) the Software must be operating in a Hitachi Data Systems supported configuration.
- This policy applies to all Hitachi-branded Products unless otherwise specified in our End-of-Life communications.
- Hitachi Data Systems may change, update or modify this policy in the future.

## Product Definitions

Product Definitions	
<b>Array-Based Software</b>	License Key enabled features and functionality embedded in the Operating Software, but not required to operate HDS Hardware.
<b>Current Version</b>	Latest generally available Version.
<b>Fixes</b>	Error corrections to the Product.
<b>Hardware</b>	HDS storage equipment.
<b>Host-Based Software</b>	Set of features and functionality that executes on a Host platform such as Window, Solaris, Z/OS, independently of HDS Hardware.
<b>Operating Software</b>	Software require to operate HDS Hardware.
<b>Patches</b>	Minor enhancements to the Software that typically provide interoperability updates.
<b>Product</b>	HDS Software and Hardware.
<b>Release</b>	Enhancements and improvements to the features and functionality set of the Current Version of the Product.
<b>Service Pack</b>	An accumulation of Fixes and Patches into a generally available package applicable to the Current Version of the Software, v1.r1.r2. Released at the same time as a new maintenance level and targeted at existing Software install base.
<b>Software</b>	HDS Host-Based Software, Operating Software and Array-Based Software.
<b>Software Upgrade</b>	Migration to the Current Version, v1.r1.r2, of the Software. Upgrades are provided to customers under a current maintenance agreement.
<b>Version</b>	A base set of features and functionality for the Product.